

Seth R. Koepke

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Key Skills

Servant leadership
ITIL methodologies
Problem Management
Windows server administration
Network administration
System health and performance monitoring
Network/Datacenter design
Cloud Productivity Suite implementation
Mobile Device Management

Certifications

Network+, 2010
JAMF Certified Casper Administrator
Apple Certified Associate - Mac Integration 10.9

Education

J. Sargeant Reynolds CC
*Information Systems
Dean's List*

Summary

Seasoned IT Professional recognized for delivering solutions that meet complex business requirements. A highly effective team player with excellent communication and interpersonal skills. Hands-on leadership style recognized for streamlining Information Technology departments by separating support tasks, standardizing work intake, and implementing best practices. Experience using Agile project management methodologies and Scrum processes to manage complex projects. Focused on creating the best possible end user experience. Able to handle multiple projects and deliver results above expectations. Enjoys complex IT problems and continuous process improvement.

Employment History

Littler

Kansas City, MO
(816) 772-0600

September 2022 – Present

Manager of Systems Administration

HCA Healthcare

Kansas City, MO
(816) 276-7000

February 2020 – September 2022

Manager of Systems Administration and Network Engineering

Provide technical and managerial leadership in the design, planning, operation, maintenance, and advanced troubleshooting of Network and Server infrastructure. Ensure continuity and alignment of the division's IT infrastructure direction and plans with HCA Healthcare's corporate ITG strategies, division ITG strategic plans, and facility needs. Participates in architecting the division's server infrastructure and in the development of guidelines, procedures, and standards. Subject matter expert across server-based technologies, services, and components. Plan and coordinate division level requirements and service level agreements with key stakeholders and vendors. Work with business leaders to establish IT budget for critical hospital infrastructure across 12 hospitals, 3 surgery centers, and 100+ clinics.

HCA Healthcare

Kansas City, MO
(816) 276-7000

January 2016 - February 2020

Manager of Technical Services

Manage a team of Technical Analysts, Systems Administrators, and Network Engineers. My department is responsible for supporting 150+ physician practices, 5 urgent care centers, and 6 ambulatory surgery centers. Responsible for server infrastructure, network infrastructure, and end points.

Employment History (cont.)

HCA Healthcare

January 2014 – January 2016

Richmond, VA
(804) 267-4000

Division Systems Engineer

- Implemented Mobile Device Management for the division. Rolling out MDM to over 3000 devices.
- Worked with Mobile Heartbeat to deploy iPhones running clinical applications for improving clinical workflow and team communications at two hospitals.
- Provide functional and technical written evaluations of products and operating system upgrades and patches
- Develop, organize and maintain standard operational procedures
- Create desktop/laptop build processes.
- Create and communicate systems and application standards
- Create and maintain systems documentation for testing and validation
- Package software and design distribution methods
- Perform software distribution and patch management.

HCA Healthcare

May 2012 – March 2014

Richmond, VA
(804) 267-4000

Technical Analyst II

Installed and repaired computer equipment and software
Responded to and resolved inquiries and requests for assistance with computer systems.
Analyzed and provided hands-on support for moderate to complex inquiries
Logged and tracked problems
Mentored, trained, and supported entry-level technical analysts

Parallon Business Solutions

July 2011 – June 2012

Richmond, VA
(804) 267-1878

Technology Specialist

Implemented and supported Hospital desktop equipment
Onsite technical resource that responded to end user desktop incidents and requests reported to the IT Help Desk.

References

Available upon request